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May 25, 2004

Via Hand Delivery

Ms. Beth O'Donnell
Executive Director
Commonwealth of Kentucky
Public Service Commission
211 Sower Blvd.
Frankfort, Kentucky 40602

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PUBLIC SERVICE
COMMISSION

RE: *Saeid Shafizadeh v. Cingular Wireless-Kentucky*, PSC Case No. 2003-00400

Dear Ms. O'Donnell,

We represent Cingular Wireless in the above-captioned proceedings before the Commission. On May 20, 2004, we received the Commission's Intra-Agency Memorandum concerning the informal conference held in the above-referenced matter on March 30, 2004 at the Commission's offices in Frankfort. While the discussions at the Informal Conference were extensive, we believe that the Memorandum accurately represents the content of the primary matters that were considered at the conference. We would like to take this opportunity, however, to supplement one paragraph and to clarify one statement contained in the Memorandum.

First, the second paragraph on page one of the Memorandum sets forth Cingular's request for the Informal Conference and summarizes its response to this complaint. Cingular would like to clarify its position that, as shown by this response, the facts concerning the cellular telephone service provided and not provided to the Complainant are not in dispute and thus are ripe for determination without a formal hearing. Cingular also asserts that the remainder of Complainant's claims are not-service related and pertain to issues outside of the Commission's jurisdiction.

Second, the second paragraph on page two of the Memorandum states that "... the complaint may have been solved earlier if Mr. Shafizadeh had not refused to provide Cingular with his social security number or birth date, so that Cingular representatives could have accessed his account." Cingular would like to clarify that Mr. Shafizadeh, like all of Cingular's customers, was not asked for his full social security number, but only for the last four digits of his social security number in order to verify his identity prior to accessing his account.



We appreciate the opportunity to clarify the foregoing matters. Please let me know if the Commission Staff has any questions or comments concerning the above.

Very truly yours,

Mary Elisabeth Naumann

cc: Errol Phipps